

**Grand Traverse County 911 Board of Directors
May 20th, 2021 @ 10:00am
Emergency Operation Center,
2600 LaFranier Rd, Traverse City MI**

AGENDA

1) APPROVAL OF AGENDA

2) APPROVAL OF MINUTES (April 15th, 2021)

3) DIRECTORS REPORT

4) SUB-COMMITTEE REPORTS

Technical

River Central 7109 tower project update

Law Enforcement

Fire/EMS

5) OLD BUSINESS

6) NEW BUSINESS

Staffing Plan Proposal

7) ROUNDTABLE

8) ADJOURNMENT

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF APRIL 15TH, 2021

VIRTUAL VIDEO-CONFERENCE – GOVERNMENTAL CENTER

PRESENT:

Chief Jim Tuller
Chief Pat Parker
Chief Jeff O'Brien
Dir. Gregg Bird
Dir. Nick Lemcool
Sgt. Matt McCaul
Commissioner Brad Jewett
Dir. Jason Torrey
Chief Andy Down
Capt. Chris Clark

AGENCY:

Traverse City Fire Department
G.T. Metro Fire Department
Traverse City Police Department
G.T. County Emergency Management
East Bay EMS
Michigan State Police
G.T. County Board of Commissioners
GT 911/Central Dispatch
Grand Traverse Township Fire Services
G.T. County Sheriff's Department

ABSENT:

OTHERS IN ATTENDANCE:

Leah Hornacek	GT 911/Central Dispatch
Bill Parker	Blair/Paradise Township Emergency Services
Brandon Flynn	Whitewater Twp. Fire Department
Nick Carpenter	Grand Traverse Central Dispatch
Fred Gilstorff	Peninsula Township Emergency Services
Daryl Case	Green Lake Township Emergency Services
Tony Posey	G.T. Metro Fire Department

CALL TO ORDER:

Meeting was called to order at 09:00 am. A quorum was present.

APPROVAL OF AGENDA:

Motion by Commissioner Jewett. Support by Chief Pat Parker. Motion passed.

APPROVAL OF MINUTES:

Motion by Commissioner Jewett. Support by Director Lemcool. Motion passed.

DIRECTORS REPORT:

- National Public Safety Telecommunicator Week, big shout-out to the staff for the job they do. Appreciate the recognition that's been received so far, greatly appreciated.
- Staffing update: Started Cody Harmel last week, Breanna Larr will start next week; that will round out our staffing plan. Look to be in good shape coming into the busy season. Considering the workload experienced previously in the summer months, will be mandating a four-dispatcher minimum Monday-Friday from 12pm to 7pm for adequate staffing.
- Central tower project continues to develop, have a weekly conference call this afternoon; currently coordinating delivery of new generator, finalizing floor plan, conducting path studies for microwave backhaul and frequency coordination.
- Phone system, received delivery of servers, cabinets and workstations; had a cabling specialist in yesterday to replace some existing cabling for the equipment.
- MPSCS – solicited feedback a few years ago regarding management of “codeplugs” and other files that their programming unit and agencies exchange; with that feedback, they developed a repository that will help us transfer files back and forth easier than the previous method of email and maintain historical database.
- Planning to decommission the backup center at the Chamber of Commerce; with the implementation of wireless connectivity within the EOC command trailer and replacement of new servers and PCs occurring at the 911 center, it will allow us the ability to outfit the trailer with necessary equipment from the Chamber into the trailer.
- Reminder of radio operator training on April 28th from 9am to 4pm at Metro Station 12. Please send RSVPs to Jason Torrey. About 8-10 people signed up so far.
- Will be approaching the county board of commissioners next week to formally submit paperwork for \$2.50 collection on 911 surcharge, part of the annual reporting process and collection remittance process to the state; will start collecting surcharge on July 1st.
- Met with HR and admin this week with an effort to get vision on how to move forward with reclassification of the 911 Database Coordinator into more of a system support specialist role that focuses more on IT and radio communications, as well as an additional FTE to add a fifth supervisor to the staffing plan. They were supportive and additional revenues from surcharge should support these updates. Will be looking for the 911 board to show support next meeting, still working on finalizing system support role.
- M-137 in Interlochen will now be known as J Maddy Parkway. The state relinquished control of that section of roadway and addressing authority for the county recently issues address changes for all properties along that stretch of road. All the signage for M-137 is down, awaiting for J Maddy Parkway signs to be erected.
- Working on retemplating radio and pager programming in the field, if you have needs/suggestions for different talkgroups, please submit requests to Jason or Nick Carpenter.

Will be reaching out to neighbors to ensure we're not missing any necessary talkgroups. This will also ensure software/firmware is updated.

- FCC rulemaking order is still pending from last month's discussion; they took comment on it, we did submit comment through a board resolution and through direct communication with the legislature, but there has been no movement.
- Public Act 32 re-write is underway, emergency services enabling act sunsets on December 31st; basically underlines 911 PSAPs and what they do/how they operate. There is a legislative team as part of the 911 Director's Association of Michigan that is actively involved with that, currently in the stage of educating legislatures on the process so when they come back in the fall, they won't be blindsided and not educated. One thing that came out of a recent meeting is that state revenue is short 1.5 million dollars to support the network funding as a direct result of lack of accountability and transparency with pre-paid devices/revenue; this will be an important part of the act re-write to ensure pre-paid companies/vendors are held accountable for remittance.

SUBCOMITTEE REPORTS:

Technical

- Tower update and radio retemplating/updating covered in Director Torrey's report.

Law Enforcement

- Nothing to report.

Fire and EMS

- Chief Pat Parker mentioned conversation that was had at the Chief's meeting regarding the use and assignment of fireground channels, MCI boxes – still work in progress.

OLD BUSINESS:

- No old business reported.

NEW BUSINESS:

- 911 Board of Directors 2021 membership appointments needs to be finalized by the 911 board. A list was sent out and no feedback was received. Looking for motion to accept the appointment list as presented to be taken to the County Board of Directors for ratification. Motion made by Commissioner Jewett to approve the appointments, supported by Director Lemcool. Motion passed.

ROUND TABLE:

- Chief Pat Parker introduced Tony Posey as the new Assistant Chief of Operations for Metro Fire Department.

Meeting adjourned 09:18 AM

Date:	5/13/2021
-------	-----------

Attendees:	Jason T GT	Nick C GT	Bob O MPSCS	Tobechi O MPSCS	LaVonne T Tele-Rad	Henry T BGA	Kole S MPSCS	Joe F Irish
	Mark B MSI	Mike V Tele-Rad	Rod A MPSCS	Don K Tele-Rad	John R MSI	Brad J BGA	Shawn W D&W	

Topic:		Details	
RoleCall			
Project Share Folder		https://drive.google.com/drive/folders/1CBeghCSrOPj9NfwDeDTW4emckFtq6Z0m	
Project Map		https://www.google.com/maps/d/edit?hl=en&hl=en&mid=1MuB0IHyrhVOn-xC8Bvkr2Mjtzh0oDON&ll=44.65769820437222%2C-85.57443208484914&z=11	
Sites	7109 River Central	Site documentation received, analysis in process.	
	MPSCS 7105	Structurals Received, analysis in process	
	MPSCS 7108	Structurals Received, analysis in process	
Nokia Path Study		MPSCS will escort Nokia next week	
RF Frequency Coordination		6-800, 3-700 channels. Derek started email thread to confirm no further action needed	
Info from Site Walks		Rectifier Drops, 1 or 2 GPS antenna, DC Plant flatpacks, Nokia Rigid WG, Cable Port availability, Dehydrator/manifold ports, space for propane (upgrade to 1000 gal due to site access?), review current HVAC and discuss options	
CC Aware		Mike Muskovin to continue effort with GT, wait on Avigilon equipment until closer to need	
Coverage Maps		MSI will run updated Coverage Maps on final antenna configuration, Informational-Only BER testing at end of project in conjunction with GT performing their own field testing. If we want to do a before-and-after, Derek to provide cost of additional test	
HVAC & BTU for 7109		Reviewed equipment and layout, condensers on one side of shelter, wall units on opposite sides of shelter. Looking into model with heat, otherwise us existing heater. Verify dry contact for alarming, but not necessary.	
Spares		remove Configuration / Service Software, Add XCVR Module, only 1 switch, add 1 Rectifier - Bob to review with Catherine, then Bob and Derek to update and present list.	
7109 River Cental Site Access		GT Dispatch will have keys ready at disptach, Moto will add construction locks for access to site for vendors	
7109 River Cental Existing Equipment		Estimated to have all items removed by end of next week, then proceed with Civil	
7109 River Cental Access Road		Road improvement approved, in process of scheduling	
DDP Review		Reviewed slides for details on known items, reviewed what detail is still needed	
Generator		Reviewed specs and details	
Alarm Points		Reviewed alarm points list, will be similar to 7807	
Rack Layout		Reviewed 3 options that John put together, including in project email for review and direction	
Existing Gen & Tank		Separate email sent to J Berry re: can GT re-purpose, or want us to remove, or leave in place	

Task Name	% Complete	Duration	Start	Finish	Predecessors	Successors
Grand Traverse ASR Project	22%	215 d	Mon 12/7/20	Mon 10/11/21		
Project Initiation	100%	58 d	Mon 12/7/20	Tue 3/2/21		
Project Planning	14%	85 d	Wed 2/3/21	Wed 6/2/21		
Customer Design Review	15%	80 d	Wed 2/3/21	Tue 5/25/21		
Project Design Review with MPSCS	25%	10 d	Wed 2/3/21	Tue 2/16/21	7	14
Site Surveys Conducted	100%	20 d	Wed 2/17/21	Tue 3/16/21	13	15,20,23,26,30,27,76,97
Creation of DDP (Detailed Design Plan)	50%	10 d	Wed 3/17/21	Tue 3/30/21	14	16
Submit DDP to MPSCS for Review	0%	0 d	Tue 3/30/21	Tue 3/30/21	15	17
Presentation of DDP to MPSCS	0%	1 d	Wed 3/31/21	Wed 3/31/21	16	18
MPSCS Response & Clarification	0%	10 d	Thu 4/1/21	Wed 4/14/21	17	32,49
System Architecture/Equipment Overview	0%	41 d	Wed 3/17/21	Wed 5/12/21		
System Architecture/Equipment Overview Review	0%	40 d	Wed 3/17/21	Tue 5/11/21	14	21
System Architecture/Equipment Overview Finalized	0%	1 d	Wed 5/12/21	Wed 5/12/21	20	32
Emergency Power Systems	0%	41 d	Wed 3/17/21	Wed 5/12/21		
Emergency Power Systems Reviewed	0%	40 d	Wed 3/17/21	Tue 5/11/21	14	24
Emergency Power Systems Finalized	0%	1 d	Wed 5/12/21	Wed 5/12/21	23	32
Microwave Design	0%	45 d	Wed 3/17/21	Tue 5/18/21		
Microwave Design Developed	0%	5 d	Wed 3/17/21	Tue 3/23/21	14	27
Path Study Complete	0%	35 d	Wed 3/24/21	Tue 5/11/21	26,14	28
Path Study Documentation Delivered	0%	5 d	Wed 5/12/21	Tue 5/18/21	27	32
RF Coverage Design	0%	6 d	Wed 3/17/21	Wed 3/24/21		
RF Coverage Design Reviewed	0%	5 d	Wed 3/17/21	Tue 3/23/21	14	31
RF Coverage Design Complete	0%	1 d	Wed 3/24/21	Wed 3/24/21	30	32
Final Submittal of DDP to MPSCS	0%	5 d	Wed 5/19/21	Tue 5/25/21	18,21,24,28,31	33
MPSCS Approval of DDP	0%	0 d	Tue 5/25/21	Tue 5/25/21	32	34
CDR Presentation Material Delivered	0%	3 d	Wed 5/26/21	Fri 5/28/21	33	35
Customer Design Review Conducted and Approved	0%	2 d	Tue 6/1/21	Wed 6/2/21	34	36
Completion of Customer Design Review (System Design and Implementation Frozen)	0%	0 d	Wed 6/2/21	Wed 6/2/21	35	37
Contract Change Order Process	0%	0 d	Wed 6/2/21	Wed 6/2/21	36	38
Update Project Plans (Post CDR)	0%	0 d	Wed 6/2/21	Wed 6/2/21	37	
Implementation Project	17%	167 d	Fri 1/15/21	Thu 9/9/21		
Order Processing	100%	20 d	Fri 1/15/21	Fri 2/12/21	3	41
Process Equipment List	100%	5 d	Mon 1/25/21	Fri 1/29/21	40	42,43
Manufacture Motorola FNE	100%	20 d	Mon 2/1/21	Fri 2/26/21	41	44
Manufacture Non-Motorola Equipment	50%	20 d	Mon 2/1/21	Fri 2/26/21	41	44
Ship Equipment To Field	50%	45 d	Mon 3/1/21	Fri 4/30/21	42,43	45
Receive and Inventory Equipment in Field	0%	10 d	Mon 5/3/21	Fri 5/14/21	44	
Civil Work	0%	99 d	Wed 3/17/21	Tue 8/3/21		
Grand Traverse ASR - Site Development (RF & MW)	0%	78 d	Thu 4/15/21	Tue 8/3/21		
GT ASR: Site Design	0%	15 d	Thu 4/15/21	Wed 5/5/21	10,18	51
GT ASR: Antenna Structural Analysis Conducted	0%	15 d	Thu 4/15/21	Wed 5/5/21		
GT ASR: Site Permits and Approvals	0%	20 d	Thu 5/6/21	Thu 6/3/21		
GT ASR: Construction Drawings & Permits Complete	0%	20 d	Thu 5/6/21	Thu 6/3/21	49	53
GT ASR: Site Construction	0%	43 d	Fri 6/4/21	Tue 8/3/21		
GT ASR: Pre-Construction Meeting / Kick-off	0%	3 d	Fri 6/4/21	Tue 6/8/21	51	54
GT ASR: Site Preparation	0%	10 d	Wed 6/9/21	Tue 6/22/21	53	55
GT ASR: Construction Start	0%	5 d	Wed 6/23/21	Tue 6/29/21	54	57,56
GT ASR: Tower Remediation (if needed)	0%	0 d	Tue 6/29/21	Tue 6/29/21	55	57
GT ASR: Site Preparation Complete	0%	0 d	Tue 6/29/21	Tue 6/29/21	55,56	59
GT ASR: Site Components	0%	5 d	Wed 6/30/21	Tue 7/6/21		
GT ASR: RSG and Electrical Distribution activities (as required and defined in Design)	0%	5 d	Wed 6/30/21	Tue 7/6/21	57	61
GT ASR: Site Restoration	0%	4 d	Wed 7/7/21	Mon 7/12/21		
GT ASR: Restoration	0%	2 d	Wed 7/7/21	Thu 7/8/21	59	62
GT ASR: Final Restoration and Touch Up	0%	2 d	Fri 7/9/21	Mon 7/12/21	61	64
GT ASR: Antenna and Lines	0%	9 d	Tue 7/13/21	Fri 7/23/21		
GT ASR: Ship Antennas, Lines and Accessories to the Site	0%	2 d	Tue 7/13/21	Wed 7/14/21	62	71,70,65,66,67
GT ASR: Install Ice Bridge	0%	3 d	Thu 7/15/21	Mon 7/19/21	64	71,70
GT ASR: RF Antennas and Lines Installation	0%	5 d	Thu 7/15/21	Wed 7/21/21	64	71,70,68
GT ASR: MW Antenna and Lines Installation	0%	5 d	Thu 7/15/21	Wed 7/21/21	64	71,70,68
GT ASR: MW Pathing & Sweeps Complete	0%	2 d	Thu 7/22/21	Fri 7/23/21	66,67	71,70
GT ASR: Close-Out	0%	7 d	Mon 7/26/21	Tue 8/3/21		
GT ASR: Line termination and Sweep test	0%	2 d	Mon 7/26/21	Tue 7/27/21	64,65,66,67,68	72
GT ASR: Punch List Walk	0%	2 d	Mon 7/26/21	Tue 7/27/21	64,65,66,67,68	72
GT ASR: Punch List Completion	0%	5 d	Wed 7/28/21	Tue 8/3/21	70,71	73
GT ASR - Ready for Installation	0%	0 d	Tue 8/3/21	Tue 8/3/21	72	118
7105 Interlocken - Site Development (MW Only)	0%	71 d	Wed 3/17/21	Thu 6/24/21		
7105: Site Design	0%	41 d	Wed 3/17/21	Wed 5/12/21		
7105: Site Visit with A&E	0%	1 d	Wed 3/17/21	Wed 3/17/21	14	79,77,83,84
7105: Antenna Structural Analysis Conducted	0%	5 d	Thu 3/18/21	Wed 3/24/21	76	78
7105: Microwave Path Studies Conducted	0%	15 d	Thu 3/25/21	Wed 4/14/21	77	80
7105: Site Sketch/Lease Exhibit Prepared	0%	5 d	Thu 3/18/21	Wed 3/24/21	76	80
7105: Complete Final Detailed Drawings Reviewed	0%	10 d	Thu 4/15/21	Wed 4/28/21	78,79	81
7105: Final Construction Drawings Delivered, Reviewed and Approved	0%	10 d	Thu 4/29/21	Wed 5/12/21	80	85

7105: Site Permits and Approvals									
7105: FAA Application and Approval Completed	0%	55 d	Thu 3/18/21	Thu 6/3/21					
7105: FCC Tower Registration Application Submitted	0%	20 d	Thu 3/18/21	Wed 4/14/21					
7105: Building and Construction Permit Application and Approval	0%	5 d	Thu 3/18/21	Wed 3/24/21		76			85
7105: Site Construction	0%	15 d	Thu 5/13/21	Thu 6/3/21	81,83,84				85
7105: Antenna and Lines	0%	15 d	Fri 6/4/21	Thu 6/24/21					88
7105: Ship MW Dish, Lines and Accessories to the Site	0%	11 d	Fri 6/4/21	Fri 6/18/21					
7105: MW Dish and Lines Installation	0%	1 d	Fri 6/4/21	Fri 6/4/21					
7105: MW Pathing & Sweeps Complete	0%	5 d	Mon 6/7/21	Fri 6/11/21		85			89
7105: Close-Out	0%	5 d	Mon 6/14/21	Fri 6/18/21		88			90
7105: Punch List Walk	0%	4 d	Mon 6/21/21	Thu 6/24/21		89			92
7105: Punch List Completion	0%	1 d	Mon 6/21/21	Mon 6/21/21					
7105 Interlochen - Ready for Installation	0%	3 d	Tue 6/22/21	Thu 6/24/21		90			93
7108 Traverse City - Site Development (MW Only)	0%	0 d	Thu 6/24/21	Thu 6/24/21		92			94
7108: Site Design	0%	66 d	Wed 3/17/21	Thu 6/17/21		93			134
7108: Site Visit with A&E	0%	41 d	Wed 3/17/21	Wed 5/12/21					
7108: Antenna Structural Analysis Conducted	0%	1 d	Wed 3/17/21	Wed 3/17/21					
7108: Microwave Path Studies Conducted	0%	5 d	Thu 3/18/21	Wed 3/24/21		14	100,98,104,105		
7108: Site Sketch/Lease Exhibit Prepared	0%	15 d	Thu 3/25/21	Wed 4/14/21		97			99
7108: Complete Final Detailed Drawings Reviewed	0%	5 d	Thu 3/18/21	Wed 3/24/21		98			101
7108: Final Construction Drawings Delivered, Reviewed and Approved	0%	10 d	Thu 4/15/21	Wed 4/28/21		97			101
7108: Site Permits and Approvals	0%	10 d	Thu 4/29/21	Wed 5/12/21		99,100			102
7108: FAA Application and Approval Completed	0%	50 d	Thu 3/18/21	Wed 5/26/21		101			106
7108: FCC Tower Registration Application Submitted	0%	40 d	Thu 3/18/21	Wed 5/12/21					
7108: Building and Construction Permit Application and Approval	0%	5 d	Thu 3/18/21	Wed 3/24/21		97			106
7108: Site Construction	0%	10 d	Thu 5/13/21	Wed 5/26/21		97			106
7108: Antenna and Lines	0%	15 d	Thu 5/27/21	Thu 6/17/21	102,104,105				109
7108: Ship MW Dish, Lines and Accessories to the Site	0%	11 d	Thu 5/27/21	Fri 6/11/21					
7108: MW Dish and Lines Installation	0%	1 d	Thu 5/27/21	Thu 5/27/21		106			110
7108: MW Pathing & Sweeps Complete	0%	5 d	Fri 5/28/21	Fri 6/4/21		109			111
7108: Close-Out	0%	5 d	Mon 6/7/21	Fri 6/11/21		110			113
7108: Punch List Walk	0%	4 d	Mon 6/14/21	Thu 6/17/21					
7108: Punch List Completion	0%	1 d	Mon 6/14/21	Mon 6/14/21		111			114
7108 Traverse City - Ready for Installation	0%	3 d	Tue 6/15/21	Thu 6/17/21		113			115
System Installation	0%	0 d	Thu 6/17/21	Thu 6/17/21		114			146
GT ASR - Site Installation (RF & MW)	0%	47 d	Thu 6/17/21	Mon 8/23/21					
GT ASR: Site Ready for Install	0%	14 d	Tue 8/3/21	Mon 8/23/21					
GT ASR: Receive Core Equipment from Project Warehouse	0%	0 d	Tue 8/3/21	Tue 8/3/21		73			119
GT ASR: Upgrade and Test DC Power	0%	1 d	Wed 8/4/21	Wed 8/4/21		118			120
GT ASR: Install and Test Microwave Equipment	0%	3 d	Thu 8/5/21	Mon 8/9/21		119			122
GT ASR: Radio Rack Installation	0%	3 d	Tue 8/10/21	Thu 8/12/21					
GT ASR: Radio Rack Test	0%	1 d	Tue 8/10/21	Tue 8/10/21		120			123
GT ASR: Install and Test MPLS System	0%	1 d	Wed 8/11/21	Wed 8/11/21		122			124
GT ASR: Install and Test LMR Equipment	0%	1 d	Thu 8/12/21	Thu 8/12/21		123			128,126
GT ASR: Install and Test LMR Base Station Equipment	0%	3 d	Fri 8/13/21	Tue 8/17/21					
GT ASR: Site Optimization	0%	3 d	Fri 8/13/21	Tue 8/17/21		124			128
GT ASR: FNE R-56 Inspection	0%	4 d	Wed 8/18/21	Mon 8/23/21					
GT ASR: Site Configuration	0%	1 d	Wed 8/18/21	Wed 8/18/21		124,126			129
GT ASR: Program/Optimize Site	0%	1 d	Thu 8/19/21	Thu 8/19/21		128			130
GT ASR: Site Optimization Complete	0%	2 d	Fri 8/20/21	Mon 8/23/21		129			131
GT ASR - Installation Complete	0%	0 d	Mon 8/23/21	Mon 8/23/21		130			132
7105 Interlochen - Site Installation (MW Only)	0%	0 d	Mon 8/23/21	Mon 8/23/21		131			158
7105: Site Ready for Install	0%	6 d	Thu 6/24/21	Fri 7/2/21					
7105: Install and Test Microwave Equipment	0%	0 d	Thu 6/24/21	Thu 6/24/21		94			136
7105: Radio Rack Installation	0%	3 d	Fri 6/25/21	Tue 6/29/21					
7105: Radio Rack Test	0%	1 d	Fri 6/25/21	Fri 6/25/21		134			137
7105: Install and Test MPLS System	0%	1 d	Mon 6/28/21	Mon 6/28/21		136			138,140
7105: Site Optimization	0%	1 d	Tue 6/29/21	Tue 6/29/21		137			141
7105: FNE R-56 Inspection	0%	4 d	Tue 6/29/21	Fri 7/2/21					
7105: Site Configuration	0%	1 d	Tue 6/29/21	Tue 6/29/21		137			141
7105: Program/Optimize Site	0%	1 d	Wed 6/30/21	Wed 6/30/21		138,140			142
7105: Site Optimization Complete	0%	2 d	Thu 7/1/21	Fri 7/2/21		141			143
7105 Interlochen - Site Installation Complete	0%	0 d	Fri 7/2/21	Fri 7/2/21		142			144
7108 Traverse City - Site Installation (MW Only)	0%	0 d	Fri 7/2/21	Fri 7/2/21		143			158
7108: Site Ready for Install	0%	6 d	Thu 6/17/21	Fri 6/25/21					
7108: Install and Test Microwave Equipment	0%	0 d	Thu 6/17/21	Thu 6/17/21		115			148
7108: Radio Rack Installation	0%	3 d	Fri 6/18/21	Tue 6/22/21					
7108: Radio Rack Test	0%	1 d	Fri 6/18/21	Fri 6/18/21		146			149
7108: Install and Test MPLS System	0%	1 d	Mon 6/21/21	Mon 6/21/21		148			150,152
7108: Site Optimization	0%	1 d	Tue 6/22/21	Tue 6/22/21		149			153
7108: FNE R-56 Inspection	0%	4 d	Tue 6/22/21	Fri 6/25/21					
7108: Site Configuration	0%	1 d	Tue 6/22/21	Tue 6/22/21		149			153
7108: Program/Optimize Site	0%	1 d	Wed 6/23/21	Wed 6/23/21		150,152			154
7108: Site Optimization Complete	0%	2 d	Thu 6/24/21	Fri 6/25/21		153			155
	0%	0 d	Fri 6/25/21	Fri 6/25/21		154			156

7108 Traverse City - Site Installation Complete	0%	0 d	Fri 6/25/21	Fri 6/25/21	155	158
System Optimization	0%	12 d	Tue 8/24/21	Thu 9/9/21		
Link Verification	0%	3 d	Tue 8/24/21	Thu 8/26/21	144,156,132	159
Optimize System FNE	0%	3 d	Fri 8/27/21	Tue 8/31/21	158	160
Optimization Complete	0%	0 d	Tue 8/31/21	Tue 8/31/21	159	161
Perform R-56 Audit	0%	2 d	Wed 9/1/21	Thu 9/2/21	160	162
Perform System Testing	0%	3 d	Fri 9/3/21	Wed 9/8/21	161	163
Cutover FNE	0%	1 d	Thu 9/9/21	Thu 9/9/21	162	165
Project Close	0%	22 d	Fri 9/10/21	Mon 10/11/21		
Punch List Resolution	0%	10 d	Fri 9/10/21	Thu 9/23/21	163	168,166
Finalize Documentation and Deliver As-Built	0%	5 d	Fri 9/24/21	Thu 9/30/21	165	168,167
Complete Service Transition Meeting	0%	2 d	Fri 10/1/21	Mon 10/4/21	166	168
Final System Acceptance	0%	5 d	Tue 10/5/21	Mon 10/11/21	165,166,167	169
Project Complete	0%	0 d	Mon 10/11/21	Mon 10/11/21	168	

May 20, 2021

To: Grand Traverse County Board of Commissioners
From: Jason Torrey, 911 Director

Ref: Staffing Plan Proposal

I am requesting BOC approval to reclassify the current 911 Databases Coordinator position to a 911 Systems Support Specialist, and an additional request to add 1.0 FTE (Dispatch Supervisor) to the staffing plan for Central Dispatch. Considering a steady annual increase in call volume, the always evolving dependence on technology, and the need to provide 24x7 supervisory coverage for the operation, these adjustments to the staffing plan are not only needed now, but will also put the department in a solid staffing position for the foreseeable future.

This request is consistent with objectives outlined as priorities in the reassessed 911 surcharge rate of \$2.50, incorporates the findings of the APCO Retains Staffing Analysis Report, and reflects the department assessment of the department staffing needs moving forward.

CURRENT STAFFING PLAN:

Director
Deputy Director
(4) Dispatch Supervisor
(14) Dispatcher
(1) 911 Databases Coordinator

PROPOSED STAFFING PLAN:

Director
Deputy Director
(5) Dispatch Supervisor
(14) Dispatcher
(1) 911 Systems Support Specialist



GRAND TRAVERSE COUNTY

CENTRAL DISPATCH

400 Boardman Ave, Suite 306, Traverse City Michigan 49684

Dispatch: (231) 922-4550 | Fax: (231) 922-6877

JUSTIFICATION:

The 911 Databases Coordinator was originally implemented in 2009, and serves mostly as an administrative/clerical role within the department. This position was developed to focus on the maintenance of 911 system databases, Master Street Address Guide for proper 911 call routing, Computer Aided Dispatch maintenance items, and coordination with GIS for mapping items related to emergency response.

Technology has necessitated the need to reevaluate this support position. With the move to IP based systems such as Next Generation 911 networks/phone systems, and the migration of our radio/paging network to an IP based digital 800MHz system, there is a more technical component added to the operation that was once served by basic copper circuitry and simple systems.

Examples of newer technology/applications implemented:

- Intrado NG911 Viper phone system with MEVO back up via internet
- (800) Motorola 800MHz portable and mobile radio fleet, inventory/programming/repair
- (350) Unication 800Mhz paging devices, inventory/programming/repair
- Bryx 911 - First Responder Notification Application
- Texty - A Text to 911 solution
- RapidSOS - Enhanced call location portal utilizing WIFI/beacons/
- (45) Crew Force/Shield Force applications - serving Fire/EMS with call routing/CAD data
- Web CAD Monitoring for remote access to real time call data
- Voice to Text paging solution

Additional critical functions of this position will include:

- Provide radio communications training to all first responders
- Serve as the technical liaison for Tactical Dispatch and ERT events.
- Maintain GIS data related to Emergency Service Districts/Mutual Aid Box Alarms
- Communications Unit Workgroup (COMU), enhancing best practices and standards in conjunction with the Michigan Public Safety Communications Interoperability Board.
- Active in Michigan MABAS committees related to communications for large fire events requiring MABAS activations.

The aforementioned request is specific to the reclassification of an existing position (911 Databases Coordinator), and will not add personnel.

The addition of a 5th Dispatcher Supervisor will fill a variety of needs for the operation.

- First and foremost, it adds a much needed 5th supervisor to this unit, which will allow more scheduling options to reach a goal to provide supervisory coverage 24x7. With only 4 supervisors currently on the staffing plan, it is impossible to properly provide consistent leadership each team deserves and needs.
- This position would be scheduled to backfill for other supervisor preplanned vacancies in this unit, to include vacations and training, temporarily fill a supervisory floor position when a vacancy occurs, and add one more option for filling overtime needs as they develop.
- While the local population, tourism draw, 911 call volume, and dispatched incidents continue to trend upward, this additional resource will be strategically positioned on a schedule that is capable of taking calls and working the radio during high call volume or major incidents.
- Serve as a Communication Training Officer Team lead, offering direct and real time oversight to the training process for not only new employees and their trainers, but for ongoing in-house training for all staff.
- Work with PSAP administration on policy review, best practices, quality assurance reviews, resource management, and CAD maintenance items.

The modern day 911 center is a much more sophisticated operation than it was when it was first introduced in Grand Traverse County in 1991. We are leaning on advanced technical applications, radio systems, computer aided dispatch systems, and regionally connected IP based phone systems.

The mandatory training requirements, expectations of the staff, and level of service delivery have also evolved, and the need to provide direct oversight and leadership for these processes 24x7 is imperative.



GRAND TRAVERSE COUNTY

CENTRAL DISPATCH

400 Boardman Ave, Suite 306, Traverse City Michigan 49684

Dispatch: (231) 922-4550 | Fax: (231) 922-6877

SUPPORT/APPROVALS:

I have consulted with IT Director Cliff DuPuy in regard to the staffing adjustments being proposed for the System Support position. Given the uniqueness of the 911 operation and proprietary systems used in public safety, Mr. DuPuy supports my proposal for a 911 Systems Support position, and looks forward to working with this position to provide the best IT related services to the 911 center.

Human Resource Director Donna Kinsey has reviewed and supports the reclassification and proposed job description for the 911 Systems Support Specialist. Director Kinsey was also involved in determining an appropriate wage scale based on the qualifications, job duties, responsibilities, and education/training required for the position.

The Teamsters Dispatch bargaining unit leadership has agreed to the reclassification.

The 911 Board of Directors unanimously approves and supports this request.

FINANCIAL IMPACT:

There will not be a direct impact to the general fund. I have consulted with Finance Director Dean Bott, who confirms the projected surcharge revenue will support the reclassification, and the additional 1.0 FTE for a Dispatch Supervisor. The long term impact of modifying the staffing plan was also included in the budget forecast associated with the increased surcharge rate of \$2.50.

RECOMMENDATION:

Approve the reclassification of the existing 911 Databases Coordinator to a 911 Systems Support Specialist at a wage step H, and to approve the addition of 1.0 FTE Dispatch Supervisor position as presented.

Jason Torrey, ENP
911 Director



GRAND TRAVERSE COUNTY, MI 911 SYSTEMS SUPPORT SPECIALIST

Title: 911 Systems Support Specialist

GENERAL SUMMARY

Under the direct supervision of the Director and Deputy Director, the 911 Systems Support Specialist is responsible for supporting all public safety applications, radio communication systems, other technical tools utilized by Grand Traverse Central Dispatch, and other related systems supporting local public safety agencies. The employee will work closely with the Grand Traverse County GIS and IT Departments, and is responsible for assisting with software application deployment, supporting hardware, software, and networks utilized and managed by Grand Traverse County Central Dispatch. Assists with project management and implementation, and supports continued operability and compatibility with first responders.

Employees in this job have no formal supervisory role however, work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations. Central Dispatch is a 24 hour operation; therefore, this position may require irregular hours, and may also be required to work on-call in an emergency.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Responsible for supporting all of the equipment in the Dispatch Center including, but not limited to networks, computers, and radio and telecommunications systems. This includes application of systems analysis techniques and procedures, including consulting with management, dispatchers, first responders, and stakeholders to determine hardware, software or system functional specifications.
- Provides routine service and preventative maintenance on county-owned 800MHz mobile and portable radios, and first responder paging solutions as needed and/or scheduled, and ensures equipment is operating optimally for mission-critical operation. Conducts repairs to radio equipment "in-house", when appropriate, and coordinates repairs when manufacturer intervention is required.
- Assists in resolving operational, functional, security and other technical issues between the Dispatch Center and other public safety departments and stakeholders. Systems include, but are not limited to the NG911 phone network, radio communications network, mobile computer systems, CAD, computers and radios.
- Maintains a master inventory database of communications equipment, and tracks assignments of equipment to field personnel. Maintains a cache of radios and accessories as needed for use in significant emergencies or scheduled events, or as needed for loaner equipment during repairs.
- Assures the optimal operation of, and improves, the Computer Aided Dispatch (CAD) mapping system. Coordinates the Master Street Address Guide and GIS data. Plans, builds and implements all CAD enhancements, including but not limited to the addition and deletion of users, units, codes, recommendations, interfaces and notifications. Prepares reports on a periodic basis as requested. Updates emergency response zones and corrects addressing errors



GRAND TRAVERSE COUNTY, MI 911 SYSTEMS SUPPORT SPECIALIST

in a timely manner. Acquires and makes available current maps for use by the Dispatch Center, and assures proper modification and updates.

- Provides technical and computer-related support for computer systems (in coordination with Grand Traverse County IT Support and/or contractors) and applications including, but not limited to, the Enhanced and Next Generation 9-1-1 Telephony System, LEIN System and Interfaces, Computer Aided Dispatch System, and other computer systems used by Grand Traverse Central Dispatch and other public safety agencies serviced by Grand Traverse Central Dispatch.
- Maintains and upgrades professional knowledge, skills and development by attending continuing education seminars, training programs and courses. Reads appropriate professional trade journals and publications.
- Assists in evaluating, recommending, selection and implementation of new technologies. Evaluates and recommends new technology after ensuring compatibility between proposed and existing systems. Reviews enhancements prior to installation and evaluates their impact on all systems and procedures. Installs and tests new hardware and software. Strives for a high level of utilization for all systems.
- Assists in the preparation of bid specifications and analysis of bid proposals for computer and network equipment, software and related items.
- Assists with administrative functions such as maintaining user accounts and passwords, installing, upgrading and maintaining software on servers, upgrading hardware and troubleshooting and resolving network connectivity issues. Assists in developing contingency plans.
- Attends formal training sessions as needed or required by the Director. Strives to improve knowledge in many technical areas related to job functions.
- Develops a working knowledge of how emergency communications officers, administrators, support staff, officers and other personnel use the systems. Proactive in resolving issues and complaints from users. Provides clear documentation to users regarding modifications.
- Assists with training Dispatch personnel and other public safety agency personnel, as applicable, in the proper use of automated systems.
- Assists with troubleshooting of minor problems that Dispatch staff is experiencing with computerized/automated systems (user level only).
- Ensures the accuracy of GIS and MSAG address information, jurisdictional boundaries, street centerline information, street names, street ranges, community names, and/or other applicable information.
- Maintains maps for digitizing into CAD (Computer-Aided Dispatch) in cooperation with the GIS (Geographic Information Systems) department.
- Participates in/on a variety of meetings, committees, and/or other related groups in order to receive and convey information.



GRAND TRAVERSE COUNTY, MI 911 SYSTEMS SUPPORT SPECIALIST

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Associate's Degree in information technology or related field and five years of experience working with public safety answering point (9-1-1) systems; preferably 9-1-1 system build-out and implementation experience.
- Thorough working knowledge of public safety Computer Aided Dispatch (CAD) systems.
- Good working knowledge of MDC's, radio systems, NCIC, LEIN, and E911 and NG911 systems.
- A combination of education and experience may substitute if there is demonstrated knowledge, ability and skills to perform the work.

CERTIFICATIONS, LICENSES (minimum requirements)

- All Hazards Radio Communications Technician (COMT)
- Certifications in using ArcGIS
- Valid Michigan Vehicle Operator's License.
- LEIN Certification (Every 2 years)
- VIPER Core Call Handling (On-Site Self Maintenance Training)

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

This job requires evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances. Guidelines may exist, but are flexible and open to considerable interpretation. Independent judgment, personal discretion, and resourcefulness are needed to interpret and apply guidelines. Errors at this level could lead to the loss of life or major harm or life impairment. Position will require travel by the employee in employee's own vehicle.

Compared to the Emergency Telecommunicator classification, primary duties do not involve the answering of 911 calls. Compared to the Dispatch Supervisor, has no supervisory responsibilities.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands to finger, handle or feel and reach with hands and arms. May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move 50lbs (such as a box of paper)



GRAND TRAVERSE COUNTY, MI 911 SYSTEMS SUPPORT SPECIALIST

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge related to the department or function, and general County operation and organization
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners and telephones
- Proficient in the use of modern communications equipment, including multi-line phones, radios, and other dispatch equipment
- Skill in use of personal computer software, including advanced spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Ability to remain calm in stressful situations and to manipulate calls when necessary to gain essential information
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Skilled in research
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently



GRAND TRAVERSE COUNTY, MI COORDINATOR: 911 DATABASES JOB DESCRIPTION

Title:	Coordinator: 911 Databases
GENERAL SUMMARY <p>Primary function of the job is to coordinate and maintain the County's critical databases and systems within Central Dispatch, including Automatic Number Identification (ANI), Automatic Location Information (ALI), Computer Aided Dispatch (CAD), and other related systems. Employees in this job have no formal supervisory role, however, work as part of a team and are responsible for ensuring that the team meets its objectives.</p> <p>Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations. Central Dispatch is a 24 hour operation, and, therefore, this position may require irregular hours. May also be required to work on-call in an emergency.</p>	
PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following) <ul style="list-style-type: none">— Updates and maintains Computer Aided Dispatch (CAD) files to ensure synchronization with Automatic Number Information (ANI) and Automatic Location Information (ALI) call information received in the Central Dispatch Center; investigates and resolves related issues.— Coordinates activities with CAD software vendors to insure accuracy and acceptability of information provided to various integrated systems.— Coordinates the maintenance, inventory management, and programming of radio communications systems.— Maintains Master Street Address Guide (MSAG) information.— Assigns and maintains Emergency Service Numbers (ESN).— Coordinates audits of the MSAG and ALI systems to ensure accuracy of information.— Ensures the accuracy of GIS and MSAG address information, jurisdictional boundaries, street centerline information, street names, street ranges, community names, and/or other applicable information.— Maintains maps for digitizing into CAD (Computer Aided Dispatch) in cooperation with the Equalization/GIS (Geographic Information Systems) department.— Receives and processes new street names created in subdivisions of land for entry into applicable databases.— Coordinates with wireless carriers and competitive local exchange carriers to ensure correct trunking and default ESN assignments and obtain maps of cell sites and sectors or coverage areas.— Prepares a variety of statistical reports and disseminates to appropriate jurisdictions.— As directed — Participates in/on a variety of meetings, committees, and/or other related groups in order to receive and convey information.— Sorts, files, and maintains materials and filing systems (paper, computer or imaging), retrieves file materials, and keeps a record of file movement.— Responds to customer requests and investigates improper call routing.— Other duties as assigned.	
EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements) <ul style="list-style-type: none">— High School Diploma or G.E.D. supplemented by advanced college coursework in data processing or related field.— Two to four years of directly related experience.— A combination of education and experience may substitute if there is demonstrated knowledge, ability and	



GRAND TRAVERSE COUNTY, MI COORDINATOR: 911 DATABASES JOB DESCRIPTION

skills to perform the work.

CERTIFICATIONS, LICENSES (minimum requirements)

- Certifications in using ArcGIS

CONDITIONS OF EMPLOYMENT (minimum requirements—legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

This job requires evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances. Guidelines may exist, but are flexible and open to considerable interpretation. Independent judgment, personal discretion, and resourcefulness are needed to interpret and apply guidelines. Errors at this level could lead to the loss of life or major harm or life impairment. Position will require travel by the employee in employee's own vehicle.

Compared to the Emergency Telecommunicator classification, primary duties do not involve the answering of 911 calls. Work primarily focuses on database administration, requiring data management knowledge and experience. Compared to the Dispatch Supervisor, has no supervisory responsibilities.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge related to the department or function, and general County operation and organization
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners and telephones
- Knowledge of the application of procedures to data processing equipment to produce reports for use in control, analysis and planning
- Proficient in the use of modern communications equipment, including multi-line phones, radios, and other dispatch equipment
- Skill in use of personal computer software, including advanced spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Ability to remain calm in stressful situations and to manipulate calls when necessary to gain essential



GRAND TRAVERSE COUNTY, MI COORDINATOR: 911 DATABASES JOB DESCRIPTION

information

- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Skilled in researching and resolving complex problems in order to ensure compliance
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently